



National Transportation Safety Board

Evacuation and Passenger Manifest Issues

Survival Factors
Group Chairman's
presentation



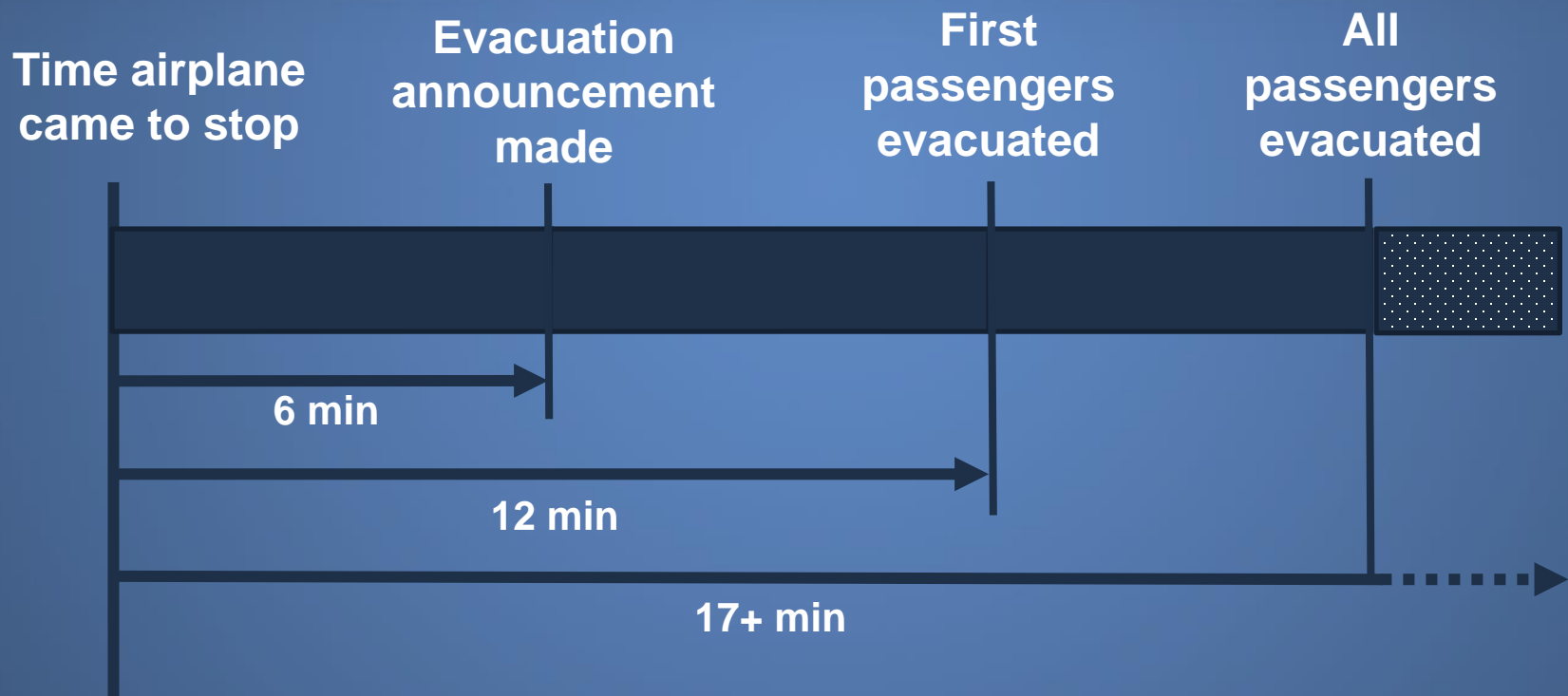
Pre-evacuation Events

- Loss of interphone and public address system
- Flight attendants left assigned exits
- Reduced state of readiness for evacuation

Pre-evacuation Events (cont.)

- First responder told first officer that airplane should be evacuated
 - Fuel leaking from left wing
 - Right overwing exits to be used
- Evacuation command should have come earlier in sequence of events
- Flight crew did not notify flight attendants about fuel leak

Evacuation Timeline



Evacuation Procedures

- Flight attendants confused about when to begin evacuation
 - Flight crew's lack of assertiveness, timely decision-making, and communication
 - Captain did not convey urgency to evacuate
- Inadequate procedures and training
- No guidance to remain at assigned exits

Recurring Evacuation Issues

- Other accidents with similar evacuation issues
 - Inadequate evacuation communication, coordination, and decision-making
- FAA efforts to address issues insufficient
- Breakdowns in communication can lead to serious consequences

Accident Passenger Count

- Initial count of 125 passengers inaccurate
- Actual count of 127 passengers learned more than 2 hours after accident
- Two lap-held children not included
 - Not issued boarding passes
- Inaccurate passenger counts could be detrimental for emergency responders



National Transportation Safety Board